

# Survey of Violence and Abuse Against Retail Staff



1. In the workplace, how often have you been a victim of verbal abuse in the last 12 months?  
 1-2 times     3-4 times     Every month     Every week     Every day     Never
2. How often have you been threatened by a customer in the last 12 months?  
 1-2 times     3-4 times     Every month     Every week     Every day     Never
3. Have you ever been assaulted by a customer?    YES / NO    Was it in the last 12 months?    YES / NO
4. Can you tell us a little about the incidents of abuse/threats/violence you have experienced?
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5. If you have been affected, have you ever reported an incident to your employer?    YES / NO
6. If you answered YES to Q5, on a scale of 1 to 10, how supportive was your employer after you reported the incident?  
 UNSUPPORTIVE    1    2    3    4    5    6    7    8    9    10    SUPPORTIVE

7. What more could your employer do to support shopworkers after an incident of verbal abuse, a threat or physical assault? (Please tick all that apply)
- Management support     Ban offenders     Bodycams, headsets, CCTV and signage   
 More security     Better police involvement
- Other (please specify) \_\_\_\_\_

8. If you have reported an incident, on a scale of 1 to 10, how confident are you that reporting abuse, threats and violence will make a difference?  
 NOT AT ALL CONFIDENT    1    2    3    4    5    6    7    8    9    10    VERY CONFIDENT

9. From the categories below, what do you believe have been the underlying factors triggering the abuse, threats and violence that you've experienced in the last 12 months? (Please tick all that apply)
- |   |                                 |   |   |
|---|---------------------------------|---|---|
| <b>Shoplifting</b>                        | <b>Harassment</b>               | <b>Frustration</b>                                    | <b>Enforcement</b>                                      |
| Due to addiction <input type="checkbox"/> | Racism <input type="checkbox"/> | Self-service checkout issues <input type="checkbox"/> | Age-restricted sales <input type="checkbox"/>           |
| Cost of living <input type="checkbox"/>   | Sexism <input type="checkbox"/> | Lack of stock <input type="checkbox"/>                | Refusing intoxicated customers <input type="checkbox"/> |
| Other <input type="checkbox"/>            | Other <input type="checkbox"/>  | Lack of staff <input type="checkbox"/>                |   |
- Other (please specify) \_\_\_\_\_

10. Do you agree that there needs to be a new law to protect retail workers?    YES / NO
11. Usdaw member?    YES / NO    12. Like to join?    YES / NO    13. Form (F1a) completed?    YES / NO

Employer:	Location:	First part of postcode:	Gender:
Ethnicity: <input type="checkbox"/> Black or Minority Ethnic (please specify) _____ <input type="checkbox"/> White			
Store size: <input type="checkbox"/> Convenience <input type="checkbox"/> Larger store	Age: <input type="checkbox"/> Under 27 <input type="checkbox"/> 27-59 <input type="checkbox"/> 60+		

Please send completed forms to Usdaw's Head Office.  
 Just write **FREEPOST USDRAW** on the envelope and put it in the post.  
 Alternatively, complete this survey online at: [www.usdaw.org.uk/fffsurvey](http://www.usdaw.org.uk/fffsurvey)



The data you are providing us will be used for statistical purposes in supporting our campaign as well as updating any contact details held on your membership record (if you are an Usdaw member). This is in pursuit of the Union's legitimate activities stated in the Objects in the Rule Book and in order to fulfil our contractual obligations to you as a member. This processing involves your personal data and special personal data. The data that we collect about you here will be stored securely. The survey responses will be retained for the duration of the campaign and the membership record will be retained for the duration of your membership plus 20 years in line with our membership record retention schedule. For further information visit [www.usdaw.org.uk/privacy](http://www.usdaw.org.uk/privacy)